

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, DC 20268-0001

August 8, 2011

VALLEY FALLS RI POST OFFICE
CUMBERLAND RI 02874-9991
[DERRICK WATSON, PETITIONER]

DOCKET NO. A2011-18

Inefficiency of Parcel Post Delivery at Diamond Hill Post Office
Cumberland RI. 02864

The USPS in its decision to close the Valley Falls Post Office located at 197 Broad Street 02864 has indicated in its Administrative Review that customers who utilized this Post Office would experience the same convenience and efficiency by conducting retail transaction at other locations listed in the Review. Since July 8, 2011 I have been forced to use other post office locations to deliver my parcels for shipment. I been forced to travel longer distances to other locations and waited in line for more than 3 minutes before I could approach the clerk's window. Even more significant, for the first time I have had a post office lose my business packages.

USPS Investigation Case Numbers:

CA105916274 - Tracking Number: 9102150134711814311814

CA105934790 Tracking Number: 9102150134711814279770

On Sunday, July 17, 2011 I received four sales from my eBay business. I paid for and printed out the labels for these four items using PayPal immediately after

my buyers paid for their items. I printed these labels and packed my items that evening so I would not have to be inundated with this chore the next morning and I could simply deliver these items to a post office as early as possible.

On Monday, July 18, 2011, I decided to visit the Diamond Hill post office located at 2055 Diamond Hill Road in Cumberland. I delivered to that post office four (4) items, two were first class mail and two were parcel post. Here is a list of the items that were delivered to Diamond Hill on Monday July 18th 2011:

DELIVERD PACKAGES: 1st Class Mail

9101128882300786461797

1346 Lasalle Ave

Minneapolis, MN 55403-2351

9101128882300786093851

3000 184th St SW

Ste 214

Lynnwood, WA 98037-4719

MISSING PACKAGES: Parcel Post

9102150134711814279770 (riding helmet)

5503 Five Knolls Dr

Charlotte, NC 28226-3406

9102150134711814311814 (cake pan)

PO Box 176

Fillmore, UT 84631-0176

I was forced to wait in line almost 4 minutes before being seen by a clerk. Since my packages were already labeled and postage paid for, I simply needed to hand these 4 items to a clerk for acceptance. Although I was a little annoyed with the time that I had to wait in line, I was at least confident that getting my items to the post office the day after they were paid for by my eBay buyers would help me sustain my perfect shipping record and “Top Rated” seller rating. Little did I know that this shipping day would escalate into one the most horrific shipping dilemmas of my entire eBay shipping history. Here is a chronology of the events that have transpired since that day.

On August 4, 2011 I was contacted by a buyer who lived in Fillmore, UT who informed me that she had not received her item. Additionally she opened an eBay case against me with eBay freezing my PayPal funds since this shipment was in dispute. I checked the tracking number of the package and was surprised to see that there was no tracking information delineated in the USPS Track and Confirm online software. I called the USPS (800) customer service number to inquire about the package and the representative who answered the call also confirmed that there was no tracking information listed for the article. She initiated an investigation case and provided me with a case number CA105916274 and said I would get a call in 2 business days. I then called the post office in Fillmore, UT and spoke with the clerk who informed me that the item had not arrived yet but that she was expecting a United Parcel Service (UPS) delivery later that day. She advised me to call back on Saturday August 6, 2011 to inquire about the package.

I was a little surprised when she revealed that the United Parcel Service was delivering to her location US mail especially in light of the reasons the USPS gives for providing redacted information in its current Administrative Review citing that this information could fall into the hands of its competitors. Yet the USPS has no problem having its competitor deliver official US mail to a post office.

On Friday August 5, 2011 I received another message from one of my buyers informing me that she also had not received a package that was supposed to be delivered to Charlotte NC. 28226. On Saturday, August 6, 2011 I called the USPS customer service number and the automated attendant informed me that customer service was not open on Saturdays. I then called the Providence main post office on Corliss Street and spoke with a clerk who informed me that customer services was closed and that there were no supervisors or managers working that day and advised me to call back on Monday.

As of Saturday August 6, 2011 the parcel post packages had not arrived at the post offices in either Fillmore UT or Charlotte NC.

To date I have never had a package come up missing or failed to be delivered when I shipped from the Valley Falls Post Office. How is it that items handled by the post office that the USPS suggested would deliver the same connivance and efficiency as the Valley Falls Post Office are coming up missing? Where is the so

called efficiency that I was supposed to experience by taking my items to post offices other than Valley Falls? The USPS having failed to deliver these packages that were important to my business has severely undermined my seller credibility and threatens to have my “Top Rated” seller status taken away from me by eBay. This situation would have never occurred at the Valley Falls Post Office.

On Saturday, August 6, 2011 I decided to visit the Corliss post office to inquire about my missing parcels. The clerk who assisted me took almost 20 minutes while she went to the back to investigate the “whereabouts” of my missing packages. Since there were only three clerks on duty and one clerk was involved in doing passport applications for a family of six people, there was only one clerk available to handle the remaining retail traffic. While I waited for the clerk at Corliss to come back with less than conclusive information as to where my items were, the line had swelled to about 15 customers who had to rely on only one active clerk. The management at that post office did not even see fit to place additional clerks at windows to help relieve the swarm of new traffic. Is this the efficiency that the USPS touts as an advantage to closing post offices? Am I the only one who sees this issue as total mismanagement of postal workers time and total disregard to customer service? Would I have experienced the same problem at the Valley Falls Post Office? The answerer is unequivocally no! My problem is a direct result of the closure of the Valley Falls Post Office. All the propertied beneficial claims that the USPS made when it decided to close my local post office have been rendered null and void. I demand that either my parcels are found and delivered overnight to their intended destinations or the USPS compensate my buyers for the cost of their

items plus shipping and also compensate me for my loss of value for these items and the time that I have spent so far trying to locate items that were so carelessly lost.

It is my sincere hope that these two packages are found and delivered to the labeled destinations. At this juncture these packages are at least very late as far as USPS delivery times are estimated. I would like to see if other items delivered to the Diamond Hill post office also suffered the same fate or were my two packages the only ones that current tracking information is not listed and/or may have been lost.

The recent loss of both my local Valley Falls Post Office and of packages mailed over two weeks ago has become a lose-lose situation for me. In addition to losing potential repeat customers, losing income as a result of the full refunds I will be forced to provide, losing my “Top Rated Seller” status, I will also lose the economic value of the items I have shipped that the USPS has lost. The so called convenience and efficiency that the USPS claimed that I would experience as a result of the closing of the Valley Falls Post Office has evaporated as a result of the man-hours that I have spent on the phone to the USPS Customer Service and the local post offices in Utah and North Carolina, the 20 minutes that I spent at the counter inquiring about my packages and the emails that I have to respond to from my dissatisfied and disgruntled buyers. The economic cost regarding my time and traveling back and forth to the Corliss post office has completely erased the meager profit that I had realized as a result of these two eBay sales.

I hope that this situation did not arise due to my appeal regarding the Valley Falls Post Office. I’m not one to cry conspiracy, but the fact that I am the main detractor of the USPS in New England at this time; it is hard not to view it as such.

Respectfully Submitted

Derrick Watson

NEW INFORMATION:

I checked the tracking number for the item that was destined for Fillmore UT and discovered on Monday morning, August 8, 2011 that the package was in Jacksonville FL. How did my package bound for Utah end up in Florida and how come it took over two weeks to get there?

You entered: 9102150134711814311814

Your Item's Status Your item was processed through and left our JACKSONVILLE, FL 32099 facility on August 06, 2011 at 1:58 pm. The item is currently in transit to the destination. Information, if available, is updated periodically throughout the day. Please check again later.